

## 360 Degree Benchmarking

### What it measures:

The Benchmarks questionnaire is a 360° multi-rater feedback in valuable insights into the dynamics of management development. It allows managers to compare their self-perceptions of their peers, subordinates, superiors, immediate boss and others on key skills and perspectives considered important for success in a managerial position. It compares candidates with managers in successful companies and evaluates them on the following:

### 1. Leadership skills and perspectives

Identifies self and others' perspectives on the extent to which the individual possesses 16 key managerial success factors. These are:

- Resourcefulness
- Doing whatever it takes
- Being a quick learner
- Decisiveness
- Leading employees
- Confronting problem employees
- Participative management
- Change management
- Building and mending relationships
- Compassion and sensitivity
- Straightforwardness and composure
- Balance between personal life and work
- Self-awareness
- Putting people at ease
- Respecting individuals' differences
- Career management

### 2. Problems that can stall a career

Recognises self and others' perspectives on five factors which can cause otherwise successful managers to plateau in their careers, or not fulfil their expected potential. These are:

- Difficulty building and leading a team
- Difficulty changing or adapting
- Problems with interpersonal relationships
- Failure to meet business objectives
- Limited field of operation

### Applications

The Benchmarks questionnaire is used for:

- Individual career coaching and management development
- Senior level team building interventions

### Benefits

- Contributes to personal development plans
- Motivates change
- Comprehensive and easy to administer